ALCATEL
mobile phones

www.alcatel-mobilephones.com

OT-303
OT-360
OT-363
OT-383

ALCATEL
mobile phones

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Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

Over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.
Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.
Do not open, dismantle or attempt to repair your mobile phone yourself.
Do not drop, throw or bend your mobile phone.
Do not paint it.
Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model (see Accessories List, page 71). TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
Remember to make back-up copies or keep a written record of all important information stored in your phone.
Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.
Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

Prolonged exposure to music at full volume on the music player may damage the listener's hearing.

Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

• PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• BATTERY:

Before removing the battery from your phone, please make sure that the phone is switched off.
Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60 °C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:
- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.
All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.
CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

• CHARGERS

Mains powered chargers will operate within the temperature range of: 0 °C to 40 °C.
The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

• RADIO WAVES:

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.
THIS MOBILE PHONE COMPLIES WITH INTERNATIONAL AND EUROPEAN REQUIREMENTS REGARDING EXPOSURE TO RADIO WAVES.
Your mobile phone is a radio transmitter/receiver. It was designed and manufactured to comply with the radiofrequency (RF) exposure thresholds recommended by international requirements (ICNIRP) [1] and by the Council of the European Union (Recommendation 1999/519/EC) [2].
These limits are part of a set of requirements and establish authorised radiofrequency levels for the public. These limits were established by independent groups of experts on the basis of regular and detailed scientific assessments. They include a significant safety margin intended to ensure the safety of all, regardless of age or state of health.
The exposure standard for mobile phones is determined by a measurement unit known as the Specific Absorption Rate or "SAR". The SAR limit is set by international requirements or by the Council of the European Union at 2 watts/kilogram (W/kg) averaged over 10 grams of body tissue. The tests used to determine SAR levels were carried out on the basis of standard usage modes with the phones transmitting at their maximum power level over the entire range of frequency bands.
Although the SAR was established at the highest certified level, the actual SAR level for the mobile phone during use is generally much lower than the maximum values. In fact, since mobile phones are designed to operate at many different power levels, they only use the minimum level of power required to provide a connection to the network. In theory, the closer you are to a base station antenna, the lower the power level required by the mobile phone.

(1) The ICNIRP requirements are applicable in the following regions: Central America (except Mexico), South America, North and South Africa, Pacific Asia (except Korea), Australia.
(2) The European recommendation (1999/519/EC) is applicable in the following regions: Europe, Israel.

The highest tested SAR value for this mobile phone for use at the ear and compliance against the standard is 1.3 W/kg (OT-303), 1.2 W/kg (OT-363), 0.8 W/kg (OT-383). While there may be differences between the SAR levels on various phones and at various positions, they all meet the relevant International guidelines and EU requirements for RF (radio-waves) exposure.
The World Health Organisation (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body (fact sheet n° 193). Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.
Although no danger relating to the use of telephone was ever proved, the World Health Organisation advises as a precautionary measure to use your telephone with a good level of network reception as indicated on the telephone display (4 to 5 bars). It is also advised to keep the telephone, during communications, away from the belly of pregnant women and from the lower abdomen for teenagers.
Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

• LICENCES

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OT-363/OT-383 Bluetooth QD ID B013793

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General information .....

- **Internet address**: www.alcatel-mobilephones.com
- **Hot Line Number**: see "TCT Mobile Services" leaflet or go to our Internet site.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatel-mobilephones.com

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

CE 1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatel-mobilephones.com.

Protection against theft (1)

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

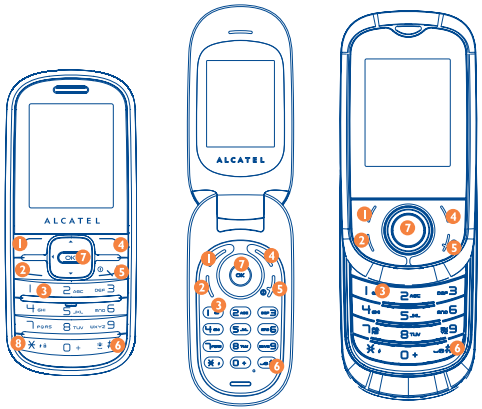
Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

(1) Contact your network operator to check service availability.

Your mobile .....

OT-303 OT-360/363 OT-383

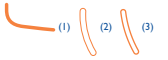


1. Left softkey
2. Pick up/Send call
   Call memory
3. Voicemail
4. Right softkey
5. Switch on/Switch off
   End call
6. Vibration alert
7. Navigation key (1):
   Menu/Confirm an option OK/OK/◯
   Messages ▲
   Directory ▼
   WAP ◀
   File manager ▶
8. Lock/Unlock

(1) Depending on your network operator.

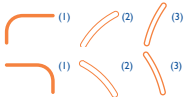
1.1 Keys

Navigation key (4)
Confirm an option (press the middle of the key)
Access "Varied wallpaper" (1) (long keypress)
Pictures slide show (3) (long keypress)



Pick up
Send a call
Access call memory (Redial) (short keypress)

Switch on/Switch off the telephone (long keypress)
End call
Return to the main screen



Left softkey

Right softkey

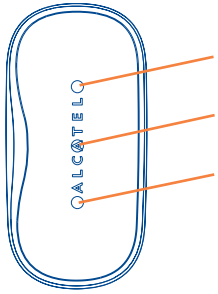
(1) OT-303 only.
(2) OT-360/OT-363 only.
(3) OT-383 only.
(4) Depending on your network operator.

Access your voicemail (long keypress)

In Edit mode:
- Short keypress: change input methods
- Long keypress: access the Symbols table

From main screen
- Short keypress: #
- Long keypress: activate/deactivate the vibrator

In edit mode:
- Short keypress: ␣ (space)
- Long keypress: add a word



3 LED keys [3]:
- Call: Flashing while incoming calls/missed calls
- Message: Flashing while incoming messages/ unread messages
- My Favorite: Flashing when incoming events (calls, messages) are from My Favorite contact.

(1) OT-303 only.
(2) OT-360/OT-363/OT-383 only.
(3) OT-360/OT-363 only.

1.2 Main screen icons [1]

Battery charge level.

Vibration alert: your phone vibrates, but neither rings nor beeps except for the alarms (see page 64).

Bluetooth is active.

Bluetooth connected to an audio device.

Headset connected.

Call forwarding activated: your calls are forwarded (see page 31).

Alarm clock programmed (see page 50).

Voicemail message arrived.

FM radio is on.

Unanswered calls.

WAP alerts [2].

Roaming.

Line switching [2]: indicates the selected line.

GPRS active connection status (Blue - Activated).

Shown only in no ciphering mode while calling, sending/ receiving SMS.

(1) The icons and illustrations in this guide are provided for informational purposes only.
(2) Depending on your network operator.

Level of network reception.

Reception of a message in progress.

Sending a message.

Silence mode: your phone neither rings, beeps nor vibrates except for the alarms (see page 64).

Message unread.

Message list is full: your terminal cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.

Preferred tariff areas (1).

Antenna off mode.

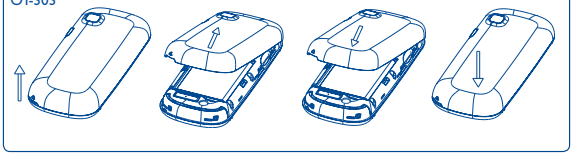
(1) Contact your network operator to check service availability.

2 Getting started.....

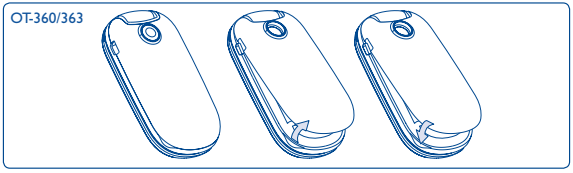
2.1 Set-up

Removing/Replacing the back cover

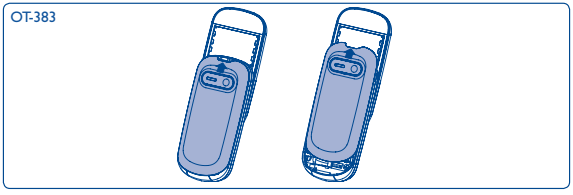
OT-303



OT-360/363

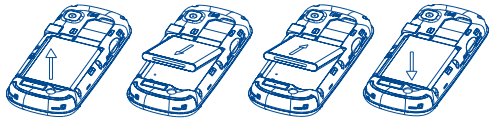


OT-383

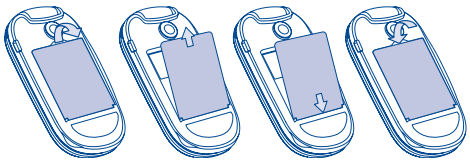


Installing/Removing the battery

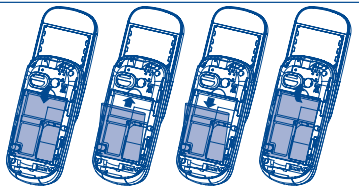
OT-303



OT-360/363



OT-383

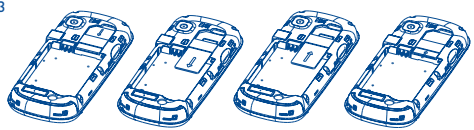


Insert and click the battery into place, then close the telephone cover.
Unclip the cover, then remove the battery.

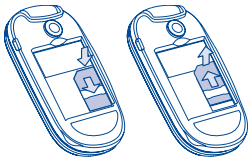
Inserting/Removing the the SIM card

You must insert your SIM card [1] to make phone calls.

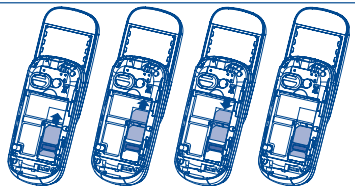
OT-303



OT-360/363



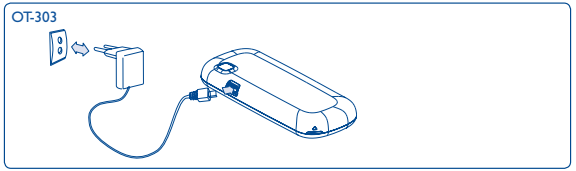
OT-383

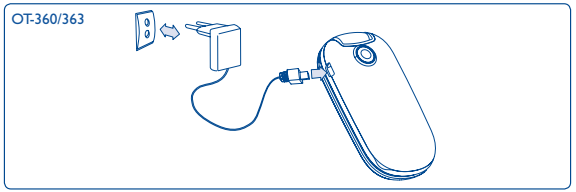


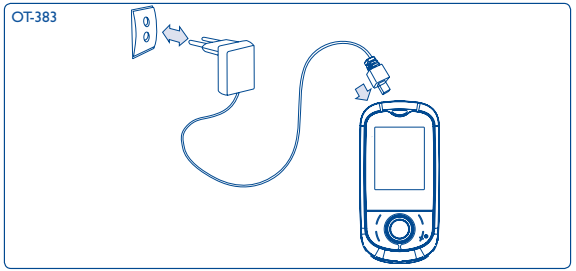
Place the SIM card with the chip facing downwards and slide it into its housing.
Make sure that it is correctly inserted.
To remove the card, press it and slide it out.

[1] Check with your network operator to make sure that your SIM card is 3V compatible. The old 5 Volt cards can no longer be used. Please contact your operator.

Charging the battery







Connect the battery charger

- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The mains socket must be near to the phone and easily accessible (avoid electric extension cables).
- When using your telephone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery ( ).

The charge is complete when the animation stops. Only use Alcatel chargers.

2.2 Power on your phone

Hold down the key until the telephone powers on, type in your PIN code if necessary and then confirm with the OK key. The main screen is displayed.

If you don't know your PIN code or if you have forgotten it, contact your network operator. Do not leave your PIN code near your telephone and store your card in a safe place when not in use.

If cell broadcast messages are displayed, use the OK/OK/○ key to browse through them in full or press the right softkey to return to the main screen.

While the phone is searching for a network, "**Searching/Emergency**" will be displayed.

2.3 Power off your phone

Hold down the ⏻/●/⏻ key from the main screen.

3 Calls

3.1 Making a call

Dial the desired number then press the ⌐/⌐/⌐ key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the right softkey.

To hang up the call, press the ⏻/●/⏻ key.

To enter characters "+", "W" (for tonewait) or "P" (used to store a number with extension number), hold down the 0 + key (the following characters will scroll by: 0, +, P, W).

Making an emergency call

If your phone is covered by the network, dial emergency number and press the ⌐/⌐/⌐ key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

3.2 Calling your voicemail (1)

Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time. To access your voicemail, hold down the 1 ∞ key.

(1) Contact your network operator to check service availability.

If the access number for your operator's voicemail service does not work, dial the number that you were given. To change this number at a later date, refer to "**My numbers**" (see page 29).

To use your voicemail service from abroad, contact your network operator before leaving.

3.3 Receiving a call

When you receive an incoming call, press the / / key to talk and then hang up using the / / key.

If the icon is displayed, the vibrator is activated and there is no ringtone. If the icon is displayed, the phone neither rings nor vibrates.

If the flip is open (1)

- To pick up a call, press the key.

If the flip is closed (1)

- To pick up a call, open the flip (if clamshell open answer option is activated, see page 42).

The caller's number is displayed if it is transmitted by the network (contact your network operator to check service availability).

(1) OT-360 and OT-363 only.

Muting the ringtone

Press the right softkey once while the telephone is ringing. Answer the call by pressing the / / key.

Rejecting a call

Press the / / key once or the right softkey twice.

3.4 During the call

Available functions

During a call, you can use your directory, your diary, short messages, etc. without losing your correspondent by pressing the key.

- Call on hold
- Ongoing call
- Handsfree
  WARNING: move the handset away from your ear while using the "**handsfree**" option because the amplified volume might cause hearing damage.
- Directory
- Messages
- Organizer
- Services (1)
- Sound recorder (record your current call).

Besides, you can switch the audio speech from handset to BT device when connected.

(1) Contact your network operator to check service availability.

Adjusting the volume

You can adjust the sound level during a call using the key.

Handling two calls

- Answering a second call (Ensure that "**Call waiting**" is activated, see page 30).
- To call a second party during a call, dial the number directly.

3.5 Conference calls (1)

Your phone allows you to talk to several people at the same time (up to 5). If you are on a double call, press "**Options**" and select "**Conference**" then confirm with the OK/OK/ key. If a third call comes in, answer it by pressing the / / key and speak with your new correspondent.

This correspondent becomes a member of the conference if you press "**Options**" and select "**Add to conference**", and then confirm by pressing OK /OK/. Pressing / / disconnects the current call.

To end the conference call, press "**Options**" and select "**End conference**".

(1) Contact your network operator to check service availability.

3.6 Line switching (ALS) (1)

Your SIM card can contain two distinct telephone numbers. Under "**Call register**", choose "**Line switching**" and then select a default line; all your outgoing calls will be made from this number. Incoming calls, however, will continue to use the two lines.

The services programmed on the default line do not impact those selected on the other line.

(1) Contact your network operator to check service availability.

4 Menu [1]

From the menu interface, you may directly access features by pressing the corresponding key (number keys, * +/* 0 and # keys.)

1. GAMES

2. FM RADIO

3. TOOLS
- Bluetooth [2]
- Organizer
- Alarm
- Calculator
- Converter
- Voice memo
- Memory status
- My shortcuts

4. CAMERA
- Camera
- My creations

5. MESSAGES
- Messages
- Voice message
- Voicemail
- Settings

6. DIRECTORY

7. CALL REGISTER
- Call memory
- My numbers
- Billing
- Call settings

[1] There may be certain differences between this menu tree and phone's operation, depending on your operator.
[2] OT-363 and OT-383 only.

8. WAP
- Homepage
- Bookmarks
- Recent pages
- Offline pages
- Go to URL
- Profiles

9. PROFILES

***. SERVICES [1]**
- VAS
- Data account
- My One Touch
- Service dial number

0. FILE MANAGER
- My audios
- My images
- My creations
- Unkown files
- Memory status

#. MY SETTINGS
- Color
- Theme
- Clamshell [2]
- Slider [3]
- Display
- Clock
- Keys
- More settings…

[1] Contact your network operator to check service availability.
[2] OT-360 and OT-363 only.
[3] OT-383 only.

5 Call register .....

5.1 Call memory

You can access your call memory by pressing the key from the main screen. Choose the icon of the desired list:

Unanswered calls

Outgoing calls (Redial)

Answered calls

Select a number of the call memory and press the "**Options**" softkey to **View** call details, **Create text/multimedia message**, **Save** or **Delete** the selected number or clear the entire list (**Delete all**).

5.2 My numbers

Type in or modify your telephone number or the number to access your voicemail and confirm by pressing OK/OK/◯.Your telephone number is usually written on your SIM card.

5.3 Billing

You can access different items with this option:

Amount
- You can view the total cost of charged calls, modify it or reset it and enter the cost of a Telecom Unit in the currency of your choice.

Duration
- You can view the total duration of all outgoing calls or reset it.

GPRS counter
- Management of the volume of data communications charged for (in kilobytes).

Beep duration
- You can activate or cancel the beep emitted during a call with a specified frequency (enter the frequency and confirm by OK/OK/◯).

5.4 Call settings (1)

You can access a number of items with this option:

5.4.1 Call waiting

Activate/deactivate the notification of a second incoming call by a beep.

(1) Contact your network operator to check service availability.

5.4.2 Call forwarding

You can activate, cancel or verify the status of the call forwarding to the voicemail or to a specified number. The following configurations are possible:

- Unconditional: systematic forwarding of all your calls. The icon is displayed.
- Conditional: if your line is busy, if you don't answer or if you are outside the network range.

5.4.3 Call barring

You can activate or deactivate the call barring for outgoing and incoming calls. The various options are:

Outgoing calls	• The following configurations are possible:
• All calls	• All outgoing calls are barred.
• All calls except SIM directory	• All outgoing calls except those in SIM directory are barred.
• International calls	• Outgoing international calls are barred.
• International except home	• Outgoing international calls except those to your country of subscription are barred.
Incoming calls	• The following configurations are possible:
• All calls	• All incoming calls are barred.
• All calls except SIM directory	• All incoming calls except those in SIM directory are barred.
• Roaming	• Incoming calls are barred when you are abroad.
Cancel all barring	• Deactivate all call barring.
Change barring PW	• Change the original PW for activating call barring.

5.4.4 Caller ID

Activate/deactivate CLIR.

5.4.5 Line switching (1)

Line switch between line 1 and line 2.

5.4.6 Auto redial

You can activate or deactivate the automatic callback of your party for calls that do not get through the first time.

(1) Depending on your SIM card.

6 Directory.....

6.1 Consulting your directory

To access the **directory** from the main screen, press the OK/OK/◯ key and select the icon from the menu.

You can also customise a quick access to your contact with the keys' customisation (see page 44).

You have 5 directories:

- General
- Most called
- SIM directory
- Phone directory
- Group

In addition to the directories already provided, you can create up to 5 groups (maximum 100 entries per group).

Searching for a contact

You can search for a contact by multi-pressing the keys associated with the first letter and the other ones of his/her name.

Reading a file

Select a name from your directory, then press OK/OK/◯ to read the file.

Sending Vcard via MMS/Bluetooth

Selecting the Vcard you wish to transfer ("**Options\Send vCard\By MMS**" or "**By Bluetooth**").

Making the call

Press the ⌐/⌐/⌐ key once the name is selected. If several numbers are associated with the name to be called, you must first choose the number from the list (Mobile, Home, Office, etc.) using the ▲▼ key. Press the OK/ OK/◯ key to make the call.

6.2 Creating a file

Select the directory in which you wish to create a file, press the "**Options**" softkey, select "**Create file**" then OK/OK/○.

When you create a new contact in the product directory, at least one of the following fields must be filled in: Name, Group, Mobile, Home, Ringtone, Image, Work, Fax, Email, Birthday, Company.

You can move from one field to another using the key.

If you use your phone abroad, store the numbers in your directories in international format "+" followed by the country code (see page 22).

6.3 Available options

From the list of names in SIM directory, General directory or Group you can access the following options:

View
- View a complete file: name, numbers, address, e-mail, etc.

Create file
- Create a file (name, numbers, address, e-mail, etc.) in the desired directory.

Create text/ multimedia message
- Send an SMS/MMS to a contact you selected from the directory.

Edit
- Modify the contents of a file: name, number, ringtone, image, etc.

Delete
- Delete the selected file.

Set ringtone
- Customise the ringtone of incoming call for the contact in "**My favorite**".

Move
- Move a file from SIM directory to Phone directory, vice versa.

Reset
- Reset the contacts in "**Most called**".

Delete all
- Delete all the files in the current directory.

Copy
- Copy a file from SIM directory to Phone directory, vice versa.

Copy all
- Copy the whole directory from SIM directory to Phone directory, vice versa.

Send vCard
- Exchange data via MMS or Bluetooth (see page 48).

Create group
- Create a group of files.

Delete group
- The group and its files will be completely deleted.

Associate/ Not associate
- If the original one in SIM or General directory is modified, the one in a group will be updated accordingly, otherwise not.

Set as My favorite
- Set the number as your favourite, whose ringtone could be different.

Send number
- Send the number to the others by SMS.

My number
- Type in, modify or send the user's own number by SMS.

Memory status
- View used & available space in SIM and Phone directory.

Default storage
- Set default storage to store new contacts.

7 Messages .....

You can create, edit and receive SMS, MMS with this mobile phone.

MMS is a message whereby you can send video clips, images, photos, animations and sounds to other compatible mobiles and e-mail addresses.

7.1 Messages: Text/Multimedia messages [1]

7.1.1 Create message

From the main menu select "**Messages**" to create text/multimedia message.

You can type a message but you can also modify a predefined message in **Templates** or customise your message by adding pictures, photos, sounds, titles, etc (only available while editing a MMS). While writing a message, select "**Options**" to access all the messaging options.

You can save your messages that you send often to **Drafts** or **Templates**.

An SMS message of more than 160 characters (the number of characters depends on the languages you writing in) will be charged as several SMS. An MMS message containing photos and/or sounds may also be billed as more than one message.

[1] Depending on your network operator.

7.1.2 Inbox

All received messages (read and unread) are stored in the same Inbox.

When viewing your messages, you will find the following status icons, depending on the type of message: unread SMS in phone, unread SMS in SIM card, read SMS in phone, read SMS in SIM card, unread MMS in phone, read MMS in phone, message reception in progress and message sending in progress.

Receiving and reading SMS/MMS

When you receive a new message, the following message is displayed: "**X new message!**", a beep sounds, the icon shows up, a line with the number of messages appears on the screen. Select this line and press the OK/OK/◯ key to read it directly from the main screen.

Once you have read the message, the following options are given: **Reply**, **Forward** the message to another person, **Edit**, **Delete**, **Delete all** and extract number or URL (**Use number/Use URL**).

7.1.3 Unsent

All failed to be sent messages.

7.1.4 Sent

All sent messages.

7.1.5 Drafts

All drafts messages.

7.1.6 WAP alerts

Store PUSH SI messages.

7.1.7 Empty folder

Delete all messages in "**Inbox/Unsent/Sent/Drafts**".

7.1.8 Templates

A list of predefined messages is available. Select one, edit it if required, and then send it. You can also create your own predefined text messages.

7.2 Voice message

Record voice and send as MMS.

7.3 Voicemail

All vocal messages received.

7.4 Settings

7.4.1 Help demo

Lively show how SMS works.

7.4.2 Text messages

Profile settings • Profiles can be retrieved directly from SIM card. Alternatively, you can create your own profile.

General • Delivery report, request for acknowledgement of delivery report On/Off. Reply path [1] show reply path.

Alphabet mgmt. • It enables you to define SMS data coding for SMS sending.

[1] Depending on your network operator.

Memory status • Memory used on the phone.

Preferred storage • Select default message storage, SIM or phone.

Pref. Bearer • Bearer preference.

7.4.3 Multimedia messages

Edit • Set edit mode, image size and signature.

Sending • Set the values for validity period, Read report, etc.

Retrieve • Set the values for Home network, Roaming network, etc.

Filter • Set criteria for filtering.

Profiles • Follow the same procedure as for setting your WAP connection.

Memory status • Memory used on the phone.

7.4.4 CB SMS [1]

Receive mode • Enable to receive broadcast SMS.

Read message • Store the received messages.

Languages • Language selection.

Channel settings • Select/Add/Edit/Delete channels.

[1] Depending on your network operator.

8 My settings.....

From the main screen, select the icon menu and select the function of your choice in order to customise your telephone.

8.1 Color

This function enables you to customise the graphic style and the colours of your telephone.

8.2 Theme

The "**Theme**" menu allows you to customise your telephone to suit your own taste. You can modify several customisable items at the same time.

When using the telephone for the first time, a default "**Theme**" is activated.

Even if you choose a Theme, you can still modify the elements in it one by one. You can reactivate any Theme at any time.

When changing a Theme, an installation screen appears until the eight elements are installed.

The installation of the Theme can be stopped and cancelled if you receive an incoming call or if you press the right softkey; the previous choice of Theme is kept.

8.3 Clamshell (1)

8.3.1 Clamshell open answer

You can decide whether you want to automatically answer the call when you open the flip.

8.3.2 Clamshell close options

You can decide whether you want to continue or stop the running application when you close the flip.

8.4 Slider (2)

8.4.1 Slider open answer

You can decide whether you want to automatically answer the call when you slide open the phone. The default setting is "**On**".

8.4.2 Slider close options

You can decide whether you want to continue or stop the running application when you slide close the phone. The default setting is "**Stop application**".

(1) OT-360 and OT-363 only.
(2) OT-383 only.

8.5 Display

8.5.1 Wallpaper

The wallpaper is displayed when you switch on your telephone.

You can access the main functions from the wallpaper either with the navigation key or by pressing OK/OK/◯ and by selecting the icons displayed on the screen [1].

By selecting "**Wallpaper**" you can customise it by replacing the default image or animation displayed on your telephone.

Fixed wallpaper • Set down any picture as wallpaper.

Varied wallpaper • Wallpaper vary once an hour, once a day, once a week...

When you receive an event (incoming call, SMS/MMS, notifications, etc.) the icon, type and number of events will be displayed on your wallpaper allowing you to consult them directly.

8.5.2 Power On/Off [2]

You can customise your welcome animation or image that appears when you switch on your phone.

You can also customise your OFF screen with an image or animation.

8.5.3 Menu display [3]

Normal • Display with 12 main menus.

Easy • Display with 4 main menus.

[1] Depending on the operator.
[2] Depending on the model.
[3] Availability depends on language group.

8.5.4 Brightness

You may adjust black level with respect to LCD display by pressing the ▲▼ key.

8.5.5 Zoom [1]

This feature allows you to zoom in name or number display in Directory, Dialling and Outgoing/Incoming call, as well as the font of text in message reading.

8.6 Clock

It allows you to have settings of date and time, including 12/24h format. Also you can set the daylight saving adjustment.

8.7 Keys

8.7.1 Softkeys

These keys have predefined functions, which vary from one model to another (operator services, games access, ...). You can customise [2] them, assign the functions, numbers from directory and URL you wish to each key.

8.7.2 Keys

By customising your keys, you can call someone or access a function/URL directly from the main screen.

[1] Availability depends on language group.
[2] Depending on your network operator.

8.8 More settings...

8.8.1 Auto lock (1)

Lock the keypad

Your keypad would be locked automatically or you may also lock it manually by holding down the * key (2).

You can select the timer to automatically lock its keypad after you slide close the phone. (3)

Unlock the keypad

Hold down the * key when locked (2).

Two ways to unlock (3):
- Hold down the ▲▼ key.
- Open the slider.

8.8.2 Headset

Switch audio play (incoming call, message beep, alarm beep...) between Headset only and Phone&Headset.

8.8.3 Languages (4)

Display language for messages (select using ▲▼). The "**Automatic**" option selects the language according to the home network (if available).

(1) OT-303 and OT-383 only.
(2) OT-303 only.
(3) OT-383 only.
(4) Contact your network operator to check service availability.

8.8.4 Backlight

It allows you to reduce brightness for better performance of batteries and save power during periods of expected inactivity. You may also customise its duration, 5s, 10s, 30s and 1min.

8.8.5 Dictionary

You have a dictionary to which you can add your own words in addition to those suggested by the predictive input system. When you consult your dictionary, you can add, modify or erase words by using the "**Options**" softkey.

8.8.6 Input mode (1)

Please see chapter "Latin input mode", page 65. In addition to the specific characters table for Cyrillic, Chinese, other data input modes are also available in your telephone. This feature allows you to write short messages and add names with special characters to your directory.

8.8.7 Security

Activate PIN
- The SIM card protection code is requested each time as the phone is powered on if this code is activated.

Change PIN
- Change PIN code.

Change PIN2
- A protection code for certain SIM card features (Billing/Cost/FDN, etc.) will be requested if you attempt to access it, if the code is activated. Select to update it with a new one (between 4 and 8 digits).

(1) Depending on the language.

Activate phone code
- It is requested each time as the phone is powered on if this code is activated.

Change phone code
- Change phone password, its initial one is 1234.

Fixed dialed number
- It allows the phone to be "locked" so that it can only dial certain numbers, or numbers with certain prefixes. To activate this function, PIN2 code is mandatory.

8.8.8 Networks

Network selection

- Preferred networks
  - List of networks to which you wish to be connected in order of priority (update this list using OK/OK/◯).
- Select network
  - The choice of the network connection is left up to the user.
- Search mode
  - Network connection switching between "**Manual**" and "**Automatic**".

GPRS connection (1)

- When needed
  - GPRS mode active depending on connection requirements.
- Always
  - GPRS mode continuously active.

8.8.9 Connectivity

A set of profile settings for messaging (MMS...) and WAP connection.

(1) Depending on network availability.

9 Tools .....

9.1 Bluetooth™ (1)

Access this feature by selecting "**Tools**" from the main menu, then "**Bluetooth**".

To use your phone with a Bluetooth device, you need to proceed in two steps:

- Pair and register the device to your phone,
- Select it to use hands-free communication. Only one Bluetooth audio device (your Bluetooth headset or your Bluetooth car kit) can be connected during the communication.

Pair and register your Bluetooth device

Activate the Bluetooth feature by selecting the "**Tools\Bluetooth\ Activation\ On**" option. Then enter the "**My devices**" menu to search for connectable Bluetooth devices and select the device you want to be paired with in the list. If the bluetooth device has no keyboard, enter its default password to register it with your phone. If the Bluetooth device has keyboard/keypad, enter the same set of password on both handset and the device to get it registered.

From the list, press the "**Options**" softkey to connect/disconnect, rename, search for new devices or delete an unconnected one from the list.

Don't forget to turn on your Bluetooth device and activate the pairing mode while pairing it with your phone.

(1) You're highly recommended to use Alcatel OT-BM81 Bluetooth headset, which has been tested and proved fully compatible with OT-363 and OT-383.

Available functions

Data transmit • Exchange files with another bluetooth device.

Handle a call • Initiate or receive a phone call with a Bluetooth headset.

Settings

- **Visibility**: Select whether you want to hide ("**Off**") or show to all ("**On**") your phone.
- **Rename device**: you may change your phone name, which is visible to the others.

Always activate Bluetooth in your phone first before connecting it to a Bluetooth device. Be aware that Bluetooth activation will slightly affect battery life of your phone.

Bluetooth technology allows free wireless connections between all Bluetooth-compliant devices within short range. Please make sure that the Bluetooth headset or the Bluetooth car kit and your mobile phone are in this range and set as "**Visibility\On**".

Your phone is Bluetooth™ v1.1, v1.2 and v2.0 compatible.

9.2 Organizer

Once you enter this menu from "**Tools**", there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked in color.

Available options:

Create • Create an appointment.

View appointments • See today's appointments.

List all appointments • See all the created appointments.

Jump to date • Input the required date and it will be immediately highlighted.

9.3 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature. You can set up to five separate alarms and choose whether or not the alarm should repeat.

Repeat • You may select Once (default)/Every day/Days.

Snooze • The alarm will repeat at regular intervals.

9.4 Calculator

You can use it to perform basic calculations. Hold down the # key to get the decimal point. Confirm with the OK/OK/◯ key or the left softkey.

9.5 Converter

9.5.1 Unit

You can use the Weight and Length conversion by selecting the unit you wish to convert via ◀ ▶, then press ▼ to input the digits. Finally confirm with OK/OK /◯ key or left softkey.

9.5.2 Currency

The currency converter allows you to:

- Convert a currency directly into euros and vice versa [1].
- Convert between international currencies, both currencies must be selected by ◀ ▶ keys. You are requested to input the appropriate exchange rate.

9.6 Voice memo

This feature enables you to record a call by selecting "**Voice memo**" while communicating. To record a sound, select "**Voice memo**", then "**New record**".

[1] For the former European national currencies, the currency converter uses the final Euro conversion rates set on 31/12/1998, which are used in accordance with official conversion rules.

9.7 Memory status

It will indicate how much space is used and how much is currently free on your phone.

9.7.1 Phone

View available memory space.

Your phone's memory is shared among several functions: directory, scheduler, messages, voice messages, images, melodies, games, applications.

9.8 My shortcuts

Access the shortcuts already programmed.

To programme new shortcuts: select "**My shortcuts**" if you want to create a quick access to a function, Directory, or WAP Bookmarks, etc.

10 WAP .....

10.1 Homepage

Launch the WAP browser with the homepage of the active profile.

10.2 Bookmarks

Access your favorite sites.

10.3 Recent pages

Pages which you recently browsed.

10.4 Offline pages

Pages available for offline viewing.

10.5 Go to URL

Enter the URL of WAP site.

10.6 Profiles

10.6.1 Edit profile

Edit existing profile or create new profile.

10.6.2 Browser options

Set the value for timeout and auto loading of image.

10.6.3 Push message settings

Enable or disable receiving service message from WAP.

10.6.4 Clear cache

Empty the phone's cache memory.

10.6.5 Clear cookies

Clear cookies from website.

10.6.6 Trusted certificates

Certificates of trusted sites.

11 File manager.....

You will have an access to all audio and visual files stored in phone in File manager.

11.1 My audios

Choose an audio for an incoming call, a message alert, power on/off ringtone or an alarm and scheduler.

The "**My audios**" album contains the following folders [1]:

- Melodies: melodies that can be set as ringtone.
- Recorded: all recorded sounds,
- General: contains all audio files stored in phone.

DRM: Digital Rights Management feature allows sounds and images to be played while protecting the associated copyright.

11.2 My images

You can select an image or a photo as wallpaper, the ON/OFF screen,or assign it to a contact in the directory.

[1] The embedded folder names cannot be modified. However, in certain cases, you can modify, delete and add items included in these folders.

11.3 My creations

This feature stores all the photos captured by your mobile phone.

Thumbnails are displayed for preview. In addition, you can use "**Mark**" function, to select multiple files.

In idle screen, holding down the ◯ key to show all photos in my creation in slide [1].

11.4 Unknown files

Store files of unsupported format.

11.5 Managing audios and images

According to the item chosen, you can access some of the functions below:

View	• View the selected image. If you want to view all the pictures in your folder in a slideshow hold down ▲▼ on the current picture.
Play	• Play the selected items.
Send	• Send the audio/image.
Delete	• Delete the audio/image selected (not applicable for embedded items).

[1] OT-383 only.

Set as	• - Image->wallpaper, switch ON/OFF, assign it to a contact. - Sound->ringtone, message beep, switch ON/OFF, assign it to a contact.
Download	• Download new items.
Rename	• Rename the audio/image.
Sort	• Sort the files by name, type, time and size.
Activate	• DRM file option.
Delete all	• Delete all the files except the embedded ones.

11.6 Formats and compatibility (1)

- Sounds: midi, amr, ...
- Images: jpg, gif

11.7 Memory status

See page 52.

(1) Depending on product and market.

12 Games

Your Alcatel phone may include some games.

12.1 Game settings

It allows you to manage settings, in which you may set background music, sound effect and vibration alert.

13 FM radio.....

Your phone is equipped with an FM radio [1] with RDS functionality. You can use the application as a traditional FM radio and saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

To use it, you must get your headset, which works as an antenna connected with your phone.

Available options:

Channel list
- Open the list of saved stations.

Save channel
- Save the current tuned station to the "**Channel list**".

Auto search
- Start auto search and stations will be automatically saved to "**Channel list**".

Enter the frequency
- Enter the frequency manually.

Turn off
- Stop playing the radio.

Record
- Record the radio and files will be automatically saved to "**Tools\Voice memo\List**" and "**File manager\My audios\Recorded**".

Settings
- Use ◀ ▶ navigation keys to do settings.

Activate loudspeaker/Play in headset
- Listen to the radio using louderspeaker or headset.

[1] The quality of the radio depends on the coverage of the radio station in that particular area.

Optimise radio frequency
- Search for a better frequency from the alternative frequency list.

Update station name [1]
- Save RDS information as station name in the channel list.

Hold down the ▶ key to enter the mode of "**Manual tuning**" and go to the previous/next station by pressing the ◀ ▶ navigation keys in the interface of FM radio.

[1] Availability on RDS information detected.

14 Camera .....

Your mobile phone is fitted with a camera for taking photos that you can use in different ways:

- store them in your "**File manager**".
- send them in a multimedia message (MMS) to a mobile phone or an email address.
- customise your main screen (see page 43).
- select them as incoming call image to a contact in your directory.

14.1 Access

To access the function from the main screen:

- press the right softkey,
- press the OK/OK/◯ key to access the menu and select the icon.

14.2 Camera

14.2.1 Take a photo, save or delete

The screen acts as the viewfinder. Position the object in the viewfinder and press OK/OK/◯ to take the picture and the pictures will be automatically saved. But if you don't want it, you may directly delete it by pressing the left softkey "**Delete**".

14.2.2 Settings in framing mode

Before taking the photo, you can adjust a number of settings by pressing the "**Options**" softkey to access: "**Image size**", "**Exposure**", "**Timer**", "**Capture mode**", "**Banding**", "**Night mode**", "**Quality**", "**White balance**", "**Color mode**", but also following ones:

File manager • Go to the File manager feature.

Restore default • Make all settings recover as default value.

14.2.3 Options available after taking the photo

Four transparent icons available on the photos for your selection:

▲: Set as wallpaper

▶: Assign to a contact

▼: Set as Power on/off screen [1]

Send by Bluetooth [2]

◀: Send by MMS

[1] OT-303 and OT-360 only.
[2] OT-363 and OT-383 only.

15 Profiles .....

With this menu,you may personalise ringtones for different events and environments.

15.1 General

To modify the sound settings, press "**Options**" and select "**Edit**" and you will see below functions using ◄ ► key:

Select a melody from the list using the ▲▼ key then confirm by pressing OK/OK/◯.

Mode (normal, discreet, vibrate...). You may set your phone ringtone to Normal, Discreet (ring with beep), Vibrate (all sounds are replaced by vibrations except for alarms), Vibrate and ring, Vibrate then ring, Beep and vibrate, Silence (no sounds except for alarms, the icon will be displayed). Ringtones sound with increasing volume.

Adjust the volume using the ▲▼ key.

Select the type of key beep.

Select a melody for a new incoming message.

Select a melody for an alarm or appointment.

Power on beep.

Power off beep.

Select a sound for opening the flip and for closing it [1].

Slider beep [2].

15.2 Vibration

Activate it, your cellphone vibrates when new event coming, but neither rings nor beeps except for the alarms.

15.3 Loud

It is a profile designed for outdoor user who requires louder ringtones.

15.4 Silent

This profile will turn off all ringtones, even notification sounds.

15.5 Antenna off mode

Antenna off mode, under which you will have no voice call, Bluetooth or messaging functions, can be used to increase standby duration.

[1] OT-360 and OT-363 only.
[2] OT-383 only.

16 Latin input mode [1] .....

To write messages, there are two writing methods:

- Normal
- Predictive with the Zi mode

Normal

This mode allows you to type a text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted.

When you release the key the highlighted character is inserted into the text.

[1] For specific languages as Chinese, please see specific input leaflets.

Predictive Zi mode

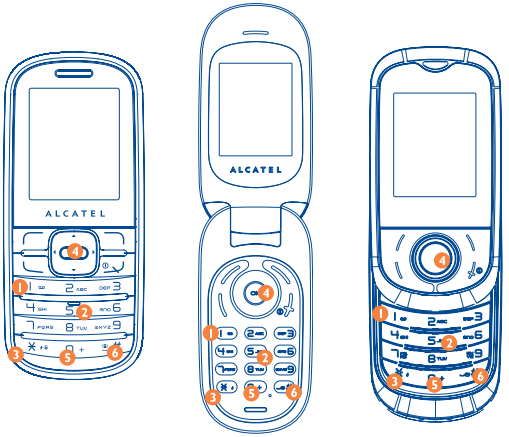
This mode speeds up the writing of your text.

Write the word by pressing a key between 2 abc and wxyz 9. Press the key once and the word will be modified each time you press a key. As you go on, the word will keep changing.

Example: For "**Tomorrow**", press on the following keys:

8 tuv, mno 6, mno 6 = Too -> mno 6-> tomorrow

OT-303 OT-360/363 OT-383



1. Key 1 ∞
   - Short keypress: insert a smart punctuation
   - Long keypress: insert 1
2. Keypad
   - Short keypress: alpha input (a, b)
   - Long keypress: numeric input (1, 2, 3)
3. Key * a/A # 0
   - Short keypress: change input methods
   - Long keypress: access the symbols table
4. Navigation key:
   - OK/OK/◯: validate the word
   - ◀ ▶: previous/next word
   - ▲▼: Page up/down
5. Key 0 +
   - Short keypress: access the language list
   - Long keypress: enter zero
6. Key # ⎵
   - Short keypress: insert a space ⎵
   - Long keypress: add a word

Symbol table

Hold down the * a/A # 0 key to display the symbols table; the cursor is positioned in the centre. Use the navigation key to move it and the OK/ OK/ ◯ key to select.

17 Telephone warranty .....

Congratulations on choosing this mobile phone - we hope that you will be completely satisfied with it.

Your phone is guaranteed against any deviation from technical specifications for a period of twelve (12) months from the date specified on your original invoice, subject to any other specific provisions [1].

The warranty terms defined in the manual also apply to the battery and accessories sold with the phone but for a period of six (6) months [2] from the date of purchase shown on your original invoice.

Under the terms of this warranty, you must immediately inform your vendor (or any repair centre approved by TCT Mobile Limited or its affiliates, which are listed on our website http://www.alcatel-mobilephones.com) in case of a conformity defect on your phone, and present the invoice given to you at the time of purchase.The vendor or repair centre will decide whether to replace or repair, as appropriate, all or any part of the telephone or accessory found to be defective; this warranty covers the cost of parts and labour but excludes any other costs. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

Servicing under the terms of this warranty, especially repair, modification or replacement of products, shall entitle to a ONE [1] month warranty unless there are statutory provisions to the contrary.

This warranty shall not apply to damage or defects to your mobile phone and/or accessory caused by:

1) not following the instructions for use or installation,

[1] The mandatory warranty period may vary if overriding statutory provisions are applicable in your jurisdiction.

[2] The life of a rechargeable mobile phone battery in terms of conversation time, standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your mobile phone during the first six months after purchase and for approximately 200 more recharges.

2) not being compliant with technical and safety standards applicable in the geographical area where the equipment is used,
3) improper maintenance of sources of energy, and of the overall electric installation,
4) accidents or consequences of theft of the vehicle in which the telephone is transported, acts of vandalism, lightning, fire, humidity, infiltration of liquids, inclement weather,
5) connecting to or integrating into the phone any equipment not supplied or not recommended by TCT Mobile Limited or its affiliates, without their express written consent for such,
6) any servicing, modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates, the vendor or the approved maintenance centre,
7) use of the mobile phone and/or its accessory for a purpose other than that for which it was designed,
8) normal wear,
9) malfunctions caused by external causes (e.g., radio interference from other equipment, power voltage fluctuations),
10) modifications made to the equipment even if required by changes in regulations and/or modification of network parameters,
11) faulty connections resulting from unsatisfactory radio transmission or caused by the absence of radio relay coverage.
12) Equipment on which markings or serial numbers have been removed or altered, and handsets on which labels have been removed or deteriorated shall be excluded from the warranty.

In accordance with the applicable law, your product is warranted against hidden defects (defects inherent in the design, manufacture, etc.).

There are no express warranties, whether written or oral, other than this printed limited warranty, express or implied, of any nature whatsoever.

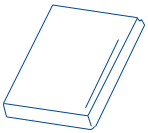
In no event shall TCT Mobile Limited or its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to trading loss, commercial loss, to the full extent those damages can be disclaimed by law. Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

18 Accessories (1) .....

The latest generation of Alcatel GSM mobile phones offers a built-in handsfree feature that allows you to use the telephone from a distance, placed on a table for example. For those who prefer to keep their conversations confidential, an earpiece is also available known as the headset.

Standard charger

Stereo headset



Battery

Only use your telephone with Alcatel batteries, chargers and accessories compatible with your model.

(1) Pictures for references only.

19 Troubleshooting.....

Before contacting the aftersales department, you are advised to follow the instructions below:

- You are advised to switch off the telephone from time to time to optimise its performance.
- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your telephone as this may affect the performance of your telephone.

and carry out the following checks:

My mobile phone will not switch on

- Press /// until the screen comes on
- Check the battery charge level
- Check the battery contacts, remove and reinstall your battery, then turn your telephone back on

My phone has not responded for several minutes

- Press the /// key
- Remove the battery and re-insert it, then switch the phone back on

My screen is difficult to read

- Clean your screen
- Use your mobile phone in accordance with the recommended conditions of use

My mobile phone turns off by itself

- Check that your keypad is locked when you are not using your mobile phone
- Check the battery charge level

My mobile phone has a low level of autonomy

- Make sure you respected the complete charge timing (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication

My mobile phone will not charge properly

- Make sure that your battery is not completely discharged; the battery charge indicator can take several minutes and may be accompanied by a quiet whistling sound
- Make sure charging is carried out under normal conditions (0°C +40°C)
- Make sure your battery is inserted. It must be inserted before plugging in the charger
- Make sure you are using an Alcatel battery and charger
- When abroad, check that the electrical current is compatible

My mobile phone will not connect to a network

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually (see page 47)
- Try connecting at a later time if the network is overloaded

SIM card error

- Make sure the SIM card has been correctly inserted (see page 18)
- Verify with your operator that your SIM card is 3V compatible; the old 5V SIM cards cannot be used
- Make sure the chip on your SIM card is not damaged or scratched

Unable to make outgoing calls

- Make sure you have dialled a valid number and press the / / key
- For international calls, check the country and area codes
- Make sure your mobile phone is connected to a network, and that the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls (see page 31)

Unable to receive incoming calls

- Make sure your mobile phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls (see page 31)
- Make sure that you have not barred certain calls

The caller's name does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her number

The sound quality of the calls is not optimal

- You can adjust the volume during a call by means of the key
- Check the radio reception icon level

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an Alcatel accessory

When I select a number from my directory, the number is not dialled

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country

I am unable to create a file in my directory

- Make sure that your SIM card directory is not full; delete some files or save the files in the product directory (i.e. your professional or personal directories)
- Check the "**Call barring**" option for "**Incoming calls**" to be sure that the "**All calls except SIM directory**" feature is not activated

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**My numbers**"
- Try later if the network is busy

I am unable to send and receive messages MMS, Vox MMS

- Check your phone memory available as it might be full
- Contact your network operator to check service availability and check MMS parameters (see page 40)
- Verify the server centre number or your MMS profile with your operator
- The server centre may be saturated; try again later

The icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory

"No service" is displayed

- You are outside of the network coverage area

I have already entered 3 incorrect PIN codes

- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

I am unable to download new files

- Check for free space
- Delete some files
- Check your subscription status with your operator

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your mobile phone is visible to other users (see page 48)

My mobile phone is dead, can't power on

- Make sure your battery is not completely used up or damaged
- Remove your battery, remove your SIM card then power it on again
- Hold down # + keys at same time to reset it [1]

[1] All user phone data : contacts, photos, messages and files, downloaded applications like Java games will be lost permanently.

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